



**Statement of Work
For
Call Center Programming
Documentation And Analysis
Package
DOCPACKA_AR01_EU**

**Offering SOW Governing
Resale to Multiple Avaya Customers**

www.consistacom.com

866-716-5692 Toll Free in the USA

906-482-7653 Globally

Statement of Work

SECTION 1: Overview

This Statement of Work (“SOW”) describes the Call Center Programming and Documentation Package (the “Package”) for Avaya Communication Manager (“ACM”) switching systems.

The Package is specially priced bundle of two complementary services; ACD Auditing (“Auditing”) and Vector Flowcharting (“Charting”). ACD Auditing is a tool designed to assist call flow programmers. The ccFlowCam Vector Flowcharting documentation tool is useful for all members of the call center management team, from the most detail oriented technician through executive level management. Purchasing them together in a bundle is an efficient and cost-effective way of modernizing and updating the documentation most commonly found in Avaya powered call centers.

The ACD Program Auditing Service provides expert analysis and reporting of call flow programming and resource administration for Avaya Communication Manager (“ACM”) systems. Benefits include:

- Identification of call flow programming and administration errors that will adversely affect Automatic Call Distributor (“ACD”) calls,
- Identification of ACM resources that are administered but stranded without any chance of being used in a call, facilitating and speeding safe ACD “clean-up”.
- Quantification of the resources that can be reclaimed by an ACM switch “cleanup” effort
- Unique organization and display of resource relationships that helps ACD programmers to do their work in less time and with fewer errors
- The ability to see significant resource relationships that are not otherwise readily observable

Charting produces a graphical depiction of Avaya Communication Manager vector programs. These vectors control the automated handling of calls entering Communication Manager. The graphical depiction makes it possible to quickly, easily, and accurately understand not only the vector programs’ logic, but to also see the names of other ACM resources used by the vectors. Key differentiators from manual flow charting efforts include

- The CCFC process is completely automated
- Flowcharts are produced directly from programming information extracted from the customer’s Communication Manager system, eliminating the possibility of human errors
- The actual vector text is reproduced adjacent to the graphical flow chart, facilitating use of the CCFC by everyone in the call center team, from technicians to senior managers
- Delivery in standard Adobe PDF format, for ease of use and simple distribution
- Uses the same data source as other Consistacom reporting and analysis solutions

This SOW describes a service offering for one ACM instance, which may host any number of physical call centers or sites.

SECTION 2: Price

Pricing is according to ACM call center size, as measured by the number of programmed vectors. Systems with less than 400 programmed vectors receive Small/Medium business pricing (“SMB”). All others are priced at the “Enterprise” level. When multiple deliveries are scheduled for a single ACM instance, the measured size at the time of the first delivery applies to all subsequent deliveries under the same order for service.

One set of Package deliverables for one ACM instance constitutes a single Delivery. All pricing is in US dollars. Volume discounts are available when all of the following criteria are met:

- A. Multiple deliveries are requested on a single ordering document from Avaya
- B. All deliveries are for ACM systems owned or under the day to day operational control of a single End User
- C. The deliveries are in any combination of
 - a. Multiple deliveries for a single ACM instance
 - b. Single deliveries for multiple ACM instances
- D. The requested deliveries are within the availability constraints contained in Section 10 of this SOW

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- E. End User agrees to a single payment covering all deliveries, with a single invoice issued upon completing the first Delivery for the order.

Delivery Instance Requested	Price Per Delivery			
	PDF Audit and Flowchart Reports		Optional Visio Files	
	SMB	Enterprise	SMB	Enterprise
First through Third	\$10,500.00	\$14,194.00	\$832.00	\$1,125.00
Fourth through Eighth	\$10,005.00	\$13,525.00	\$803.00	\$1,086.00
Ninth and above	\$9,511.00	\$12,856.00	\$774.00	\$1,048.00

SECTION 3: Applicable Documents

Documents relevant to the ordering, delivery, and use of this service include:

- The Consistacom ACD Auditor User Guide, current version
- “Secure Network Connections For Vector Vision Services”, an informational document
- The online VPN configuration questionnaire found at <http://www.consistacom.com/suite/acdaudithome/VPNprocess.php>
- “Read-Only Login Administration for Communication Manager 4.0+”

SECTION 4: Services and Deliverables

Secure End User Data Network Access

Any of the secure network access methods described in the “Secure Network Connections For Vector Vision Hosted Services” document may be chosen by the End User. Once chosen, the same method will continue to be used for all Deliveries under a single order, unless agreed otherwise in writing by End User and Consistacom. Different methods may be chosen for different ACM instances in a single order. If the Site To Site VPN option is chosen, it shall be used for all possible connections with End User’s ACM instances.

Data Collection

The Secure End User Data Network Access arrangement specified by End User will be used to collect a read-only snapshot of the vector programming and related resource administration from ACM

Standard Flowchart Files

Each Delivery (as defined in Section 2) shall be comprised of at least the standard Adobe PDF report file containing

- A. A cover page identifying the ACM instance name and date of flowchart preparation
- B. A Symbol Legend, explaining the meaning of various symbols used in the flowcharts
- C. A flowchart of one or more pages for each programmed vector
- D. The vector programming text (as it would appear in a Communication Manager System Administrative Terminal session) for each programmed vector.
- E. The order of presentation is the lowest numbered vector’s flowchart immediately followed by the vector text on a separate page. This is followed by the second lowest numbered vector flowchart and text, and so on
- F. A cross reference showing all VDNs referencing each programmed vector
- G. The entire report file is in a searchable format, so that Adobe Acrobat Reader may be used to find words, phrases, digit strings, and ACM resource numbers displayed in the report.

Optional Visio Files

For the additional fee specified in Section 2, Microsoft Visio 2007 format files of each vector flowchart contained in the PDF report will be delivered. One file shall contain one vector

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Audit Report Contents

Table 1 - Included ACD Audit Report Sections	
Report Section Name	Section Contents
Undefined Resources	Lists each unadministered (i.e., not configured) ACD programming resource that one or more administered resources is attempting to use. For example, a vector may attempt to play an announcement that is not administered. The unadministered resource is listed, followed by administered resource references to it. Every undefined resource listed can affect live ACD calls, and should be immediately researched.
Unreferenced Resources	Lists each administered resource that is not in use by at least one other administered resource. Resources listed here may be safely removed or re-used without fear of affecting call handling. This option's detail report shows only those resources that can be removed in a first cleanup pass. A summary report following the detail shows the total cleanup potential if multiple cleanup passes are made. For multi-pass detail, the Cleanup Plan option must be ordered.
Off-Switch vector routing	Lists each vector route-to numeric destination that cannot be reached without transferring the caller off the Audited ACD. This section is used to find erroneous route-to destinations, and to compile a comprehensive list of programmed off-switch call transfers.
Full Cross-Reference	A comprehensive listing of the relationships between all administered ACD call flow programming resources. The names and descriptions administered on the ACD are included. It is used to answer the question "what will be affected if I change this resource?", and also to make the program creation and change process more effective and efficient.
Alphabetic List of Defined Resources	A listing (without cross referencing) of resources organized by their assigned description or name. If a consistent naming scheme has been used to administer the ACM switch, this report quickly shows all the resources associated with a particular business function or call flow.
Vector Variables	Displays the administered Vector Variables and their attributes
Vector Variable Settings	Lists every vector statement in which a vector variable value is changed during call processing
VDN Variables – By Variable	Lists each VDN variable in use, along with every VDN in which it is set, the value it is set to, and the descriptive comments accompanying the setting.
VDN Variables – By VDN	Lists each VDN setting at least one VDN variable. The variable name, value set, and descriptive comment for each variable is displayed.
Licensing and Options	A comprehensive display of software and hardware capacities and capabilities on the ACD, both licensed and in use -plus- Communication Manager customer option settings
System Hardware and Firmware Inventory	A set of detailed and summary listings showing, at a glance, the number of TN circuit cards in the ACM switch at different hardware and firmware levels. A tally of assigned and available ports on the boards is also provided.

Delivery

The report file shall be delivered as an attachment to an electronic mail message to a single address specified by the End User. If the attachment size is greater than 10 MB, it will be broken into multiple pieces of individual size no greater than 10 MB and delivered as single attachments to multiple email messages.

Web Introduction To Reading And Interpreting the Package

Consistacom shall, at End User's option, host a web conference instructing End User's staff and contractors in the reading and interpretation of the first Delivery under an order. A maximum of 14 End User web connections and associated audio bridge connections can be accommodated, viewed by an unlimited number of End User representatives.

Technical Support

Technical support of End User's staff is available from 08:00 to 17:00 USA Eastern time. The types of support provided include questions regarding secure network connections, assistance receiving Deliveries, and interpretation of the flowchart report. Advice and assistance with vector programming is not included in this service.

SECTION 5: Work Schedules and Milestones

Service milestones are measured in "Business Days", defined as Monday through Friday 08:00 to 17:00 United States Eastern Time, excluding United States federal holidays. Daylight time is observed per United States conventions.

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The milestones for the Documentation Package are remote access establishment, data collection, report delivery, and the introduction to interpreting flowcharts. The first milestone due date shall be established cooperatively by Consistacom and the designated End User representative when an order is received by Consistacom.

Due Date Establishment

Consistacom shall contact the End User Implementation Contact designated by this SOW within two business days of receiving an order for service from Avaya. At that time the due date for establishing remote access shall be established. An electronic mail memo confirming the established dates shall be sent to the implementation contact by Consistacom. All subsequent due date intervals are described below.

Remote Access Establishment

The earliest date available for establishing remote access shall be determined by a combination of the access method chosen by the End User and the schedule of available Consistacom resources available for the chosen method.

Data Collection

Data collection shall begin within two business days of establishing remote access. Data collection may take up to 4 additional Business Days to complete. Loss of connection due to circumstances within the End User's control will result in data collection restart, with a corresponding restart of the milestone interval. The End User shall be notified at the beginning and end of data collection. Data collection shall not begin without an explicit grant of permission by the End User's Implementation Contact or designee.

Report Delivery

Report files shall be posted by electronic mail for delivery no later than five business days after data collection is complete.

Web Introduction to using the Package

The web conference for interpreting and deriving maximum benefit from the Package is typically scheduled for the second Business Day following the Business Day in which the End User receives the deliverables. The End User may specify a later date. Changing a previously established date is subject to previous commitments by the Consistacom support staff to other customers.

SECTION 6: Roles and Responsibilities

Although this service is ordered through the Avaya sales organization, Consistacom is solely responsible for execution and delivery. Avaya plays no role other than ordering and invoicing, unless otherwise contracted by the End User.

Consistacom

1. All End User communication regarding the scheduling and delivery of Deliverables under this SOW
2. Managing and monitoring the due dates cooperatively established with the End User
3. Technical assistance establishing the Secure End User Network Access
4. Notify End User if the actual ACM size, as described in Section 2, exceeds the size ordered

End User

- A. Providing a secure network access Subject Matter Expert to specify the End User Network Access configuration to be used.
- B. Establishing unique security credentials for Consistacom (both access network and ACM), and inactivating them when data collection is complete. For CM 3.x and below, a customer / superuser administrative login ID is required. For 4.0 and above, a read-only login ID is to be provided.
- C. Backing up the ACM system before connection with Consistacom
- D. Reassembly of multi-part file deliveries from Consistacom

SECTION 7: Dependencies

1. The End User must have WinZip (available at no charge from the WinZip web site) to assemble multi-part deliveries (as described in Section 4) into a usable single file.

SECTION 8: Completion/Acceptance

The deliverables are automatically accepted upon delivery. Any defects discovered will be corrected as a warranty claim.

SECTION 9: Cancellation / Termination

An order may be cancelled in its entirety and without penalty for any reason before data collection begins for the first deliverable.

An order may be cancelled if the Data Collection phase of processing discovers an ACM size (as described in Section 2) larger than the size ordered. Alternately, the customer may submit an amended order for the larger size.

Individual deliverables cancelled for convenience after data collection has begun for the first deliverable will be assessed a 20% termination penalty.

For purposes of computing the termination penalty and refund due, the price for the outstanding deliverable instances in the order shall be used.

SECTION 10: Additional terms and conditions

Standardized SOW

This is a standardized Offering SOW. Consistacom shall not be required to conform with any deviations in deliverables, schedules, or any other aspect of a corresponding SOW between Avaya and an End User.

Availability:

1. This service is only available to the Avaya direct sales organization. No sales through any part of the Avaya indirect sales channel are allowed.
2. This service is available globally except where
 - a. the service components or technology employed to deliver the service are prohibited by local laws or regulations at the location of the ACM instance or telephone stations of any type served by the instance, or
 - b. The secure connection technology required for End User Network Access Service is not available
3. Orders will be accepted under this SOW through March 31, 2009 for scheduled delivery dates through June 30, 2009. Prepaid deliveries which cannot be completed before July 1, 2009 for reasons within the control of End User will be deemed accepted on June 30, 2009.

Delivery Schedule

The schedule for all deliveries must be requested at the time of order.

Minimum Interval

Consistacom shall not be obligated to accept any order requesting scheduled delivery dates earlier than the composite standard delivery milestone dates of this SOW combined with the applicable Data Collection Interval.

Delivery Point / FOB:

Service is delivered when the deliverables are posted by electronic mail. The FOB point is the Consistacom Service Network.

Travel:

No Consistacom travel is authorized for reimbursement under this SOW

Invoicing:

All service fees for an order shall be invoiced upon acceptance of the first Delivery within the order.

Data Retention

Data collected from the End User's ACM switch will be confidentially retained for up to 6 months after the final Delivery for an Order

Warranty Period

The warranty for Deliverables under this SOW is 30 days. Each Delivery (as defined in Section 2) begins a new, separate warranty period. Defects in the deliverables reported to Consistacom within the warranty period shall be corrected at no additional cost to the End User.

No Discounting

Service ordered under this SOW is not discountable to End Users.

Consistacom will indemnify and hold harmless Avaya from any claim or cost arising out of this SOW, including costs of reasonable attorney's fees and other reasonable legal expenses.

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End User Implementation Contact

This person shall serve as Consistacom’s primary point of contact during execution of this SOW.

Name: _____

Title: _____

Email: _____

Telephone: _____

SECTION 11: Signature block

End User business name

AVAYA, INC.

REQUESTED BY:

ACCEPTED BY:

End User Contact

Date:

Avaya Rep

Date:

SAMPLE